

Instructions

Loan Status Update Form

The Missouri Department of Higher Education (MDHE) Loan Status Update Form is for use by lenders, schools, and servicers for reporting data or data changes on Federal Family Education Loans (FFEL) that are guaranteed by the MDHE.

Completed Loan Status Update Forms may be mailed, faxed, or emailed to the MDHE. To transmit this form via email, download the [Loan Status Update Form](#), save the form in your electronic files, fill in the applicable fields, and save the completed form as a Word document. Attach the completed form to an email message and send it to the MDHE. Contact information for mailing, faxing, and emailing completed forms is listed below and at the top of the separate Loan Status Update Form.

Mailing address: MDHE c/o ASA, P.O. Box 55757, Boston, MA 02205

Fax: (617) 521-6215

Email: mdheadjustments@amsa.com

Lenders and lender servicers may use, as an alternative to this form, an electronic loan maintenance reporting system after successful testing with the MDHE's servicer. The MDHE's system also captures other loan repayment information that is not requested on this form via the lender's quarterly manifest reporting.

Schools may use this form to report demographic or loan status changes for all MDHE-guaranteed loans. Schools may also use the alternative electronic reporting process offered by MODEL Direct. Schools that wish more information about electronic reporting options should contact the MDHE's senior associate of technology at (800) 473-6757 or keith.broadus@dhe.mo.gov.

The MDHE does not accept FFEL Program loan status reports on a prior version of this form, or on another guarantor's form. Certain required data elements of the Loan Status Update Form fulfill MDHE-specific policy requirements regarding disbursement reissue time frames and lender and lender servicer reports of out-of-school date changes. These exceptional policies are described in Appendix C of the *Common Manual*.

SECTION I – this section permits a school or lender, or their servicer, to report new or changed demographic data for a single borrower, or a single dependent student for whom a PLUS loan was made.

- **Item 2** Borrower SSN: This field must be completed in all cases when a school or lender is reporting a borrower demographic data change.
- **Items 3 & 5:** While the MDHE does not routinely require documentation to be submitted with all borrower or student (i.e., in the case of a PLUS loan) SSN change reports, schools and lenders must obtain acceptable documentation that substantiates the corrected SSN before reporting the change. See *Common Manual* subsection 3.5.F and section 4.4 for more information about documentation that the MDHE considers a valid source for initiating and reporting an SSN change. The MDHE reserves the right to request documentation from the lender or school that reports an SSN change before updating its system.

SECTION II – this section permits a school or lender, or their servicer, to report new or changed enrollment information for a single student.

- **Item 9** Student SSN: This field must be completed in all cases when a school or lender is reporting a student enrollment data change.
- **Item 13** Enrollment Certification: This field must be completed in all cases when a lender or lender servicer is reporting an enrollment data change to the MDHE. Both data elements, the School Certification Date and the School Name, must be completed. The OE code is optional. The School Certification Date is the date that the school certified the validity of the enrollment data, as documented by the school (e.g., on a paper enrollment verification report, or as provided in records the lender obtains from the National Student Clearinghouse).

SECTION III, IV, and V

- In Sections III, IV, and V, for each action that is being reported or changed, you must provide **either** a Unique Loan ID **or** all of the following: Guarantee Date, Loan Type (see below), and Borrower SSN.
- Unique Loan IDs and Guarantee Dates can be obtained from **MODEL Direct** (Link to: <https://www.mdhe.model.amsa.com>).
- Loan Types must be one of the following five abbreviated FFEL Program loan types: SUB (subsidized Federal Stafford Loan), UNSUB (unsubsidized Federal Stafford Loan), PLUS (Federal PLUS loan), SLS (Federal Supplemental Loan for Students), CON (Federal Consolidation Loan).

SECTION III – this section permits a school or lender, or their servicer, to report a maximum of four different disbursement actions for a maximum of four different loans and loan types.

- **Item 17 Action:** Use the following action descriptions
 - ◆ Cancel – all full or partial disbursement reductions before or after disbursement, except for a refund (i.e., a return of Title IV funds) due to withdrawal.
 - ◆ Reinstate – a request for a disbursement that was never made by the lender and was previously cancelled.
 - ◆ Reissue – a request to reissue a disbursement that was previously disbursed by a lender and either unconsummated or returned by the school.
 - ◆ Refund – unearned funds, as determined by a return of Title IV funds calculation, that a school returns to the lender due to a student's withdrawal.
 - ◆ Increase – an increase in the gross amount of a pending disbursement (e.g., resulting from a reduction in the EFA before full disbursement of the loan, or a reallocation of subsidized and unsubsidized Federal Stafford Loan funds).
 - ◆ Decrease – a reduction in the gross disbursement amount resulting from the reallocation of subsidized and unsubsidized Federal Stafford Loan funds.
 - ◆ Add Disb – a request to add a new, previously unscheduled disbursement (e.g., resulting from an increase in the borrower's loan eligibility amounts after full disbursement of the loan).
- **Item 18 Original Disb Date & Number:** The loan's original disbursement date must be provided for all disbursement change requests. A disbursement reissue cannot be requested more than 120 days after the original disbursement date. Also, provide the number of the disbursement for which action is requested. For example, "2" denotes the second disbursement of a loan that was scheduled for three sequential disbursements.
- **Item 19 New or Revised Disb Date:** Provide the revised disbursement date for a disbursement that is being rescheduled to an earlier or later date. Provide the new disbursement date if a previously unscheduled disbursement is being added.
- **Item 20 Current Gross Disb Amt.:** Provide the gross amount of the disbursement for which an action is requested. If the action requested is "Add Disb," this field should be blank.
- **Item 21 New or Revised Gross Disb Amt.:** Provide the revised gross amount of a **pending** disbursement for which a cancellation, increase, or decrease is requested. If a **school** is requesting cancellation of a consummated disbursement or is reporting a refund (i.e., a return of Title IV funds) the revised gross disbursement amount is not required. Instead, the school must complete "Item 22 Cancel or Refund Amt." Lenders and lender servicers must report the adjusted gross disbursement amount in this field, including cases when funds are returned and fees reduced due to post-disbursement cancellation and school refunds. If the action requested is "Add Disb," this field should include the amount of a previously unscheduled disbursement.

- **Item 22** Cancel or Refund Amt: If a school is canceling all or a portion of a consummated disbursement or reporting a refund (i.e., a return of Title IV funds) the amount of Federal Stafford or PLUS funds that the school is returning to the lender must be entered here. Lenders and lender servicers are not required to complete this field for disbursement cancellations or refunds.

SECTION IV – this section permits a school or lender, or their servicer, to report the school's request for a maximum of two loan period date changes on a maximum of two loans and loan types.

SECTION V – this section permits a loan holder or its servicer to report a maximum of five loan repayment events for a maximum of five different loans and loan types.

- **Item 32** Uninsured/Cured: Use this field to:
 - ◆ Report an uninsured loan. The Uninsured Date is the date of the earliest unexcused violation that resulted in the loss of guarantee. The uninsured type must be the appropriate **NSLDS loan status code** (Link to: <http://www.dhe.mo.gov/pdf/NSLDSCodes.pdf>).
 - ◆ Report that the loss of insurance on a loan has been cured. Uninsured Date and Uninsured Type fields are not required. The Cure Date must be provided.
- **Item 33** Paid in Full: Paid in Full (PIF) Type must be the appropriate **NSLDS loan status code** (Link to: <http://www.dhe.mo.gov/pdf/NSLDSCodes.pdf>). To indicate that a loan was previously, erroneously reported as paid in full, check the box next to "Reversal."